

Chapter 1: Installation overview

All new Meridian IVR systems are shipped as complete units which do not require any software installation procedures; however, if any optional software packages are shipped separately with a new installation, they must be properly installed and the system configured. See “Upgrades, conversions, and expansion” on page 1-2 for more information.

Before installing the IVR system

Before you begin to install the IVR system, it is mandatory that you complete all of the following steps:

- 1 Read the Meridian 1 System Installation procedures.
- 2 Install the AC power and ground cables.
- 3 Properly configure the Meridian 1 switch for IVR.
- 4 Install and configure Meridian Mail for IVR.
- 5 Connect Meridian Mail to the PBX interface cabling.
- 6 Test and verify the Meridian Mail system.

Specific configuration instructions for the Meridian 1 switch can be found under “Configuring the Meridian 1 switch” on page 3-5.

Specific configuration instructions for the Meridian Mail system can be found under “Configuring Meridian Mail” on page 3-7.

Upgrades, conversions, and expansion

Although your new system comes complete and does not require any software installation procedures, there are three discrete situations which can arise that make software (re)installation necessary:

- moving from Release x.yy of Meridian IVR to Release x.zz
- moving from Release x to Release y
- adding new features to an existing release.

These situations are known as upgrading, conversion and expansion.

Upgrade A Meridian IVR system may need to be upgraded for any or all of the following reasons:

- The SCO operating system needs to be upgraded.
- A Run-Time system needs to be upgraded to a Development system.
- The Meridian IVR system needs to be upgraded to a higher release.

Conversion Applications written on Meridian IVR Release 1.2 can be moved to Meridian IVR Release 2.0/I. User functions moved to the Release 2.0/I platform require porting and recompilation.

Expansion If additional features or options are required by a customer already running a Meridian IVR Release 2.0/I system, a new keycode is issued and used to reinstall the new features onto the customer's system.

Where to go for more information Software reinstallation procedures are provided under "Appendix B: Making changes" on page B-1.

Refer to the *Meridian IVR Maintenance and Diagnostics Guide* (NTP 555-9001-500) for additional information on related topics.

Configuring your system

System configuration consists of setting up the Meridian 1, Meridian Mail, and the Application Processor so that the applications work properly. On a development system, part of the configuration is done using the System Configuration option on the System Administration Interface (SAI) of the Meridian IVR GUI main menu. On a Run-Time system, the process is completed using the System Configuration option in the System Administration menu.

System configuration tasks include:

- identifying and defining the number of system prompts
- identifying and defining node and channel characteristics
- configuring the channels as inbound or outbound and shared or dedicated
- saving configuration changes

Information about planning a customized system configuration is available from the *Meridian IVR Planning and Engineering Guide* (NTP 555-9001-200).

Choosing your language

Meridian IVR allows the use of languages other than English to be used for Meridian IVR processes. This function, called “screen text localization” can be used to customize all screen text and is provided through the inclusion of screen language files which can be edited to suit individual requirements. This customization is limited to processes which interact directly with the user through the GUI or the text-based interface. See “Appendix D: Customized screen text” on page D-1 for more information on using this feature.

Warranties

It is extremely important that you read and understand the warranties issued with your Meridian IVR equipment.



ATTENTION!

Under no circumstances should you void your warranty for the sake of following any instruction given in this or any other document. Be sure to register your warranties with the appropriate companies where required.